

Update

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Issues Coordinator

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Stakeholder Relations Manager, the Issues Coordinator is a member of the Stakeholder Relations Branch within the Capital Planning Sector. The position supports the management of information and issues in the sector, working with sector, division, department, and other Government of Alberta (GoA) staff to provide the Minister, Deputy Minister (DM), Assistant Deputy Minister (ADM), and Executive Director (ED) with high-quality information.

Under the direction of the Manager, the role tracks and reviews products and deliverables, including briefings, correspondence, responses to inquiries, presentations, and sector communication and reporting products. The position also integrates and analyzes information produced by the sector to ensure documents and information align with the strategic direction of the division and the department. This position anticipates issues and identifies solutions related to them and is required to have comprehensive knowledge on a broad range of matters related to Alberta Education and Childcare. This role has a strong focus on problem solving when issues arise in a dynamic environment. The individual must be able to understand, analyze and convey complex information succinctly. This position has a critical role in identifying, researching, and resolving issues and contributing to the development of consistent messages relating to Ministry capital matters.

The position liaises with Communications, the Financial Services and Capital Planning Assistant Deputy Minister's Office (FSCP ADMO), as well as branch, sector, and divisional staff to provide direction on information products to ensure they are accurate and meet the needs of those requiring a response. The Issues Coordinator provides sector staff with clear processes and tools to support briefing various individuals, including the Manager, Directors, the ED, ADM, DM and Minister, on key issues and essential information. This role builds capacity across the sector by identifying underlying issues, anticipating challenges, developing stakeholder engagement strategies, and ensuring policy alignment to support organizational priorities. The outcomes of this position directly impact the credibility of the Minister, the DM, the ADM, the ED, and the department overall, and directly impact the service and information provided to others in search of information.

The individual must possess a high level of organizational awareness, corporate knowledge, and the ability to build strong relationships with sector, division, and department staff to be able to access key information and address issues. This position works closely with the Manager to ensure clear direction on requirements for completing assignments and with other Managers and Directors to collaborate on information requests. This position liaises between the Manager, sector and divisional staff, and the ADMO to provide feedback and direction on assignments and solves problems related to information requests.

The position is responsible for ensuring that clear, consistent information and well-defined processes are in place to produce briefings and materials that meet the requirements of the Premier, Minister, DM, ADM, and ED. The role exercises considerable discretion in designing, documenting, maintaining, and amending processes, as well as managing projects, to ensure that sector outputs are current, relevant, accurate, and value-added. This position performs all work in accordance with relevant GoA and Ministry legislation, regulations, policies, and guidelines.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Information, Issues and Project Management

- Assists the Stakeholder Relations Manager in responding to urgent and emerging issues for the Capital Planning Sector to facilitate the effective and efficient operations of the sector and division.
- Ensures accurate and consistent communication of key messages relating to budget, stakeholders, capital planning, and other sector programs and issues, and confirms that materials are appropriate for the intended audience and compliant with relevant legislation, policies, and procedures.
- Tracks key deliverables to ensure timely and accurate responses.
- Acts as a liaison on issues and incoming requests from the FSCP ADMO, DM's Office (including the Executive Correspondence Unit), Minister's Office, Communications and other division ADMOs.
- Coordinates the collection of information from subject matter experts to support Minister, DM, ADM and ED requests, often within tight and competing timelines.
- Demonstrates a high level of tact and diplomacy and establishes and maintains positive and collaborative relationships when working with sector, division, or department staff to gather information.
- Determines the appropriate areas within the sector, division, department, or other ministries that are needed to develop responses, and identifies the resources required to complete work within established timelines.
- Identifies current and emerging issues and trends arising from Action Requests (ARs) and brings issues and information to the attention of the Stakeholder Relations Manager, providing recommendations and advice when appropriate.

- Deals effectively with politically sensitive issues raised in the Legislature and by MLAs, including providing accurate and timely information and balancing confidentiality provisions, financial and capital integrity, and the needs of stakeholders.
- Creates, develops, and maintains processes, including standard operating procedure reports and guides for the sectors.
- Reviews and manages the preparation of briefings and other materials, as well as complex and sensitive documents to inform planning and decision-making (e.g., responses to standard and complex ARs).
- Ensures the Stakeholder Relations Manager is aware of emerging and critical issues through regular updates.
- Attends information meetings with various branches and divisions of the department as required.
- Identifies issues with potential Access to Information Act (ATIA) and Protection of Privacy Act (POPA) concerns or implications, alerting the Stakeholder Relations Manager and other senior sector representatives, and provides materials related to ATIA and POPA requests on behalf of the sector.

Management of Information (ARs)/Briefings and Correspondence

- Drafts AR materials, including briefing notes, memos, and correspondence, ensuring appropriate tone, content, format, and consistency with the department's priorities and position, and consulting with subject matter experts as needed.
- Drafts and maintains internal process documents as required, advising sector staff when processes change to ensure a consistent approach.
- Ensures all materials identify the issues, meet quality standards, and reflect the government's/department's policy and position.
- Conducts independent research to ensure accuracy, including review and analysis of supporting documents, websites, government and stakeholder information, and other documents as necessary, monitoring current events and contacting appropriate program areas as needed.
- Modifies and adapts standard responses according to situations and circumstances presented in ARs, while adhering to ministry-established policies and guidelines.
- Establishes, implements, and monitors comprehensive communication and information management strategies to facilitate and enhance communication and information flow within the sector and externally.
- Responds to and resolves inquiries that are often of an urgent and sensitive nature.

Communications

- Reviews key messages, news releases, speaking notes, and other related documents from Communications for accuracy and provides input as needed.
- Drafts key messages, speaking notes, and presentation materials, including PowerPoint decks, for the ED, ADM, DM, and Minister.
- Ensures all key messages are accurate and up to date by maintaining a live document with standard responses for the sector and notifies the sector on a regular basis to highlight new or adjusted responses.

Capital Planning Engagement

- Supports the Stakeholder Relations Manager with organizing Capital Planning external stakeholder engagement sessions, meetings, and workshops.
- Leads the planning and organization of sector engagement sessions.

Problem Solving

Typical problems solved:

The position:

- Manages sensitive and urgent issues involving confidential information, high-profile requests, and emerging risks, where delays, inaccuracies, or inappropriate messaging could result in political, legal, or reputational consequences. This requires rapid assessment of issue context, risk identification, and support for the development of timely, defensible responses.
- Identifies and analyzes emerging and systemic issues by monitoring internal and external information sources (e.g., briefings, reports, media coverage, legislative proceedings, Hansard, audits, and stakeholder inquiries), determining which issues require escalation, anticipating downstream impacts, and informing mitigation or resolution strategies.
- Interprets complex policy, legislative, and program environments related to capital planning, education, and childcare mandates to resolve issues, assess alignment with legislation, regulations, business plans, and government direction, and identify implications that may set precedents or affect future decisions.
- Resolves politically sensitive inquiries raised in the Legislature, by MLAs, the media, or stakeholders by balancing

confidentiality requirements, access and privacy legislation, fiscal integrity, and stakeholder expectations while maintaining consistency with government positions.

- Supports decision-making and public accountability by resolving inconsistencies, addressing information gaps, identifying potentially controversial messaging, and recommending solutions to strengthen content and positioning.
- Develops strategic responses to high-profile or sector-wide issues, requiring analysis of subject matter, political context, historical decisions, and audience sensitivities to determine the most effective approach, tone, and level of detail.
- Anticipates issues before they escalate by identifying risks in documentation, correspondence, or public-facing materials and proposing solutions or alternative approaches prior to escalation to the Stakeholder Relations Manager or senior leadership.
- Supports audit, access to information, and privacy-related issue resolution by identifying ATIA/POPA risks, coordinating responses, and tracking follow-up actions where failure to respond appropriately could result in compliance, transparency, or reputational impacts.

Types of guidance available for problem solving:

Types of Guidance available for problem solving
 Guidance is provided through government strategic priorities, policy direction, and ministry business goals, as well as applicable provincial legislation and regulations. The Issues Coordinator can seek additional guidance from the Stakeholder Relations Manager as well as colleagues in the Capital Planning Sector and colleagues in the Department of Infrastructure.

Direct or indirect impacts of decisions:

Direct or indirect impacts of decision:
 The work performed by this position affects the ability of senior Ministry and government representatives to make decisions accurately and in a timely manner. The outcomes of this position also directly impact the credibility of the Minister, DM, ADM, and ED based on the accuracy of materials, including correspondence and key messages.

This position also directly influences sector/division/ministry writing standards.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders
Executive Director, Director, and Manager - Provide briefings and updates; resolves issues and inquiries; provide consultation, strategic advice, and recommendations; facilitate information flow; receive and execute directions.
FSCP ADMO - Assist in achieving excellence in the completion of ARs and stakeholder inquiries.
Communications Office - Review and assist in the drafting of key messages, news releases, speaking notes, media requests, or various events or engagements.
Sector and Divisional Staff - Solicit subject matter expertise for responses for briefings, correspondence, information requests, and other information products.

External Stakeholders
Department of Infrastructure - Align data and key messages with the Ministry.
School Jurisdictions - Coordinate workshops and sessions to share updates and information on the school capital planning process.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

University graduation in a related field plus 2 years progressively responsible related experience.

Job-specific experience, technical competencies, certification and/or training:

Skills and Abilities:

- Advanced critical thinking, problem-solving, and analytical skills to identify multifaceted issues, synthesize complex information, and develop practical, timely solutions.
- Excellent verbal and written communication skills, including the ability to convey complex information clearly and concisely with strong awareness of tone, messaging, and audience.
- Strong leadership, interpersonal, and relationship-building skills to ensure and maintain collaborative and positive

relationships with internal and external stakeholders.

- Proven ability to promote teamwork, collaboration, and partnership at all levels while working effectively both independently and as part of a team with minimal supervision.
- Highly developed organizational skills, including the ability to prioritize competing assignments, mobilize resources, and meet tight deadlines in a fast-paced environment
- Excellent research skills to verify information, respond to information requests, and monitor trends and issues, including sensitivity to the political environment and sector-level impacts.
- Demonstrated ability to develop and implement practical processes that reflect best practices, with strong attention to detail and follow-through.
- Excellent technology skills, including ability to work efficiently and effectively with ARTS, Microsoft Office (including Word, Excel, Lists), etc.

Knowledge:

The Issues Coordinator requires broad and comprehensive knowledge of:

- applicable legislation, regulations, ministerial orders, policies and guidelines, including, but not limited to, the *Education Act* and its associated regulations and the School Capital Manual;
- the Capital Planning Sector's mandate, strategic direction and priorities, programs, services, and structure, including as they relate to the overall GoA business and strategic goals;
- Ministry business plan goals, strategic priorities, issues, programs, and resources, including understanding of the Kindergarten to Grade 12 education system in Alberta;
- social, environmental, and economic elements relating to and affecting sector and Ministry mandates;
- Ministry and government capital planning priorities for the Kindergarten to Grade 12 education system and infrastructure;
- Sector and division business and operational plans, issues, and priorities;
- issues management and stakeholder consultation principles, practices, and techniques;
- legislative, regulatory, and policy development and approval processes and considerations, including the political and executive decision-making environment within which the sector and Ministry operate;
- practices relating to development and implementation of communication and information strategies;
- project management methodologies and tools; and
- stakeholders, clients, and other ministries impacted by sector operations, including relevant organizations, committees, advisory groups, and representatives.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Strong strategic thinking skills, including the ability to understand the "big picture" and how the work of the division aligns together and how this aligns with department and government strategic priorities.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the	Ability to identify and mobilize resources to

		<p>associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>address issues and short deadlines.</p> <p>Excellent organizational skills and ability to prioritize multiple assignments, activities, completing demands and responsibilities on a daily basis.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Strong leadership and relationship building skills to work with internal and external stakeholders.</p> <p>Demonstrated ability to promote teamwork, collaboration, and partnership at all levels.</p>
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Anticipates potential challenges; negotiates major issues in advance; uses broad knowledge to improve performance, and optimize resources.</p>
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from 	<p>Critical thinking and problem solving skills, including the ability to identify and analyze multi-faceted issues, and develop solutions to issues and information requests.</p>

		other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	
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